Interview Plan

Introduction (rapport building)

* Introductions (yourself and the panel members if there are any)
* You can ask question about the weather, if they found their way to the interview OK
* Provide an overview of the interview e.g. there will be 12 questions ... at the end of these we questions we will provide you an opportunity to any questions about the position

Body (questions)

A general question to set the applicant at ease e.g. what interested you in applying for this position?

Behavioural questions (example only):

|  |  |  |  |
| --- | --- | --- | --- |
| Criteria | Questions | | Anticipated response |
| 1. Communication | Can you tell me a time you had convey unpleasant news to a colleague? How did you go about it? What was the outcome? | | When I worked at ABC, I had to tell a colleague she had done a sales quote incorrectly ... |
| 1. Communication |  | |  |
| 1. Team work |  | |  |
| 1. Team work |  | |  |
| 1. Customer service skills |  | |  |
| 1. Customer service skills |  | |  |
| 1. Preparing budgets |  | |  |
| 1. Preparing budgets | |  |  |
| 1. Computer literacy | |  |  |
| 1. Computer literacy | |  |  |
| 1. Supervising staff | |  |  |
| 1. Supervising staff | |  |  |

Conclusion

Thanks you for answering those questions ... you did very well

Have you any questions yourself about the interview or the position or about the company?

We have a few more candidates to interview today; we will need to carry out referee checks. So we will not be able to notify the successful candidate until early next week